



Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Application Number	10/799,712
Filing Date	March 15, 2004
First Named Inventor	Lizhi MA et al.
Art Unit	2614
Examiner Name	Khai N. Nguyen
Attorney Docket Number	47004.000280

Sheet 1 of 2

NON-PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
/K.N./	1.	Intelligent CallRouter, Delivering the Right Information to the Right Resource For Every Customer Interaction, 1 page <input type="text" value="No Date"/>		
/K.N./	2.	Computer Telephony Solutions, The Customer Interaction Specialists, printed 5/25/99, 1 page		
/K.N./	3.	VocalTec Ltd., VocalTec Telephony Gateway, Product Brochure, 8 pages, 1993-1996		
/K.N./	4.	Telephony, printed 5/25/99, 1 page		
/K.N./	5.	VocalTec Ltd., Telephony Gateway, Product Overview, VocalTec's Telephony Gateway Product Component Description and Functional Specifications, 9 pages, 1993-1996		
/K.N./	6.	Computer Telephony Solutions - Telemarketing, The Customer Interaction Specialists, Telemarketing & Customer Support Outsourcing, printed 5/25/99, 2 pages		
/K.N./	7.	Computer Telephony Solutions - Internet Telephony, The Customer Interaction Specialists, Internet Telephony, printed 5/25/99, 1 page		
/K.N./	8.	KELLY MAHONEY, Customer base management: Leverage telemarketing and call center environment, Direct Marketing, Vol. 95, No. 6, pp. 20, 67, Oct. 1996 (Abstract - 3 pages)		
/K.N./	9.	CSU/DSU (Channel Service Unit/Data Service Unit), pp. 208-210 <input type="text" value="No Date"/>		
/K.N./	10.	Computer Telephony Solutions - Computer Telephony, The Customer Interaction Specialists, Computer Telephony Systems, printed 5/25/99, 3 pages		
/K.N./	11.	Computer Telephony Solutions - Call/Web Centres, The Customer Interaction Specialist, Call and Web Centres, printed 5/25/99, 5 pages		

EXAMINER SIGNATURE /Khai Nguyen/

DATE CONSIDERED 05/21/2007

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.